

Amadeus Automation Suite

Simple automation for smart productivity



Are repetitive manual tasks taking up too much of your agents' time and energy? Amadeus Automation Suite automates the processing of time-consuming and complex labour intensive tasks 24/7, so you can reduce operating costs and concentrate on delivering high value-added services to your customers.

Streamline your processes

Amadeus Automation Suite is built around 3 configurable modules to help you process and better manage the time consuming and complex tasks in your agency. Unlike other solutions which work on a closed set of business rules, Amadeus Automation Suite brings you the assurance of a robust system, along with the ability to configure it to your business needs. Modular and open systems technology mean you can optimise your current IT operations. Fully compatible with all Amadeus front-office systems, Amadeus Automation Suite easily fits into your existing environment and allows 3rd party data integration for use with mid and back-office. Your Solution Administrator can easily monitor, control and update the rules and parameters, quickly obtain real time statistics and generate bespoke reports.

Connect with your Customers

Serve your customers more effectively with automated, customised alerts. Avoid delays in trip confirmation, and engage with your customers further via personalised notifications. The schedule change module will for example assess each PNR, and analyse the type of schedule change. The PNR will then be automatically updated and a notification for minor changes sent to the traveller. Thus freeing up your resources for more complex follow-up and interaction.

Release the power of your expertise

As Automation Suite works for you 24/7,

there is no more pressure to catch up in the morning after the night events from airlines: **Schedule Manager** will have informed your customers, **Queue Cleaner** will have updated the PNR as needed and **Ticketing Manager** will have issued the tickets of the day. Your staff can concentrate on providing the best service for the complex ticketing, the major schedule changes or the cancellation.

“With 40 years in the travel industry, Barrhead Travel is committed to continuously innovating with technology to deliver exceptional customer experience. As we are expanding further in the UK, we need robust technology that can help us improve efficiency, while allowing our staff to focus on driving innovation and delivering better customer experience. Amadeus Automation Suite was the perfect fit for our requirements and we are looking forward to working with Amadeus to drive further improvements across our business”

Mark Brock
Associate Director, Barrhead Travel

Key benefits:

Amadeus Automation Suite helps reduce and control costs, increase quality, and boost productivity, enabling agents to focus on customer service and revenue-generating activities.

- Save time and resources on repetitive tasks
- Ensure quality with automated checks to streamline business processes
- Provide data consistency for mid and back-office
- Deliver highly valued services to your customers
- Reduce overheads by eliminating the cost of technology maintenance and management
- Increase productivity for ticket and document issuance

Find out more

For further information, visit amadeus.com or speak to your Amadeus Account Manager today.